

Broadcast to All DPA Staff
From: Electronic Benefits Office

Replacing a Quest Card

"Why can't I issue a replacement Quest card? I've tried everything."

We frequently receive this question. Most likely, the answer is:
"Because you are trying to issue a replacement PIN at the same time."

Quest Cards can be issued, deactivated, and reissued using the EIS screen (EBCM).
Using (EBCM), original PIN numbers can be issued, but replacement PINs cannot be issued.

This is to protect cardholders from mail theft when replacement cards are mailed out.

To replace a Quest Card using EBCM, please use these codes:

Action: R
Issue Card?: Y
Generate PIN?: N

To issue a Quest Card when the original Quest Card record has been purged from the system due to card inactivity, use these codes:

Action: I
Issue Card?: Y
Generate PIN?: Y

If a cardholder wants to replace a PIN number, he or she may do so through one of the following services:

- 1) Request a replacement PIN number using the cardholder customer service phone
1-888-997-8111 - Select "OTHER OPTIONS" - "CARD AND PIN ISSUES".
- 2) Request a replacement PIN at a PIN Select Device which can be found in most DPA district offices.

If for any reason this process is not working for a cardholder, please phone us 907-465-3047,
or refer the cardholder directly to the EBT Office in Juneau at 1-888-620-1111.